

Appl. No. 10/649,052
Amendment dated Feb. 6, 2005
Reply to Office Action of Dec. 5, 2005
Docket No. BOC9-2003-0017 (386)

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A method of aggregating interactive voice response services from a plurality of interactive voice response systems comprising:

for at least one caller, storing service information for a plurality of services within a master interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems, and wherein the master interactive voice response system provides an interface between the caller and the services by performing at least one of storing caller-specific information, accessing at least one of the plurality of interactive voice response systems on behalf of the at least one caller, forwarding a composite query corresponding to a sequentially related set of commands from the at least one caller to at least one of the plurality of interactive voice response systems, and providing a query response from at least one of the plurality of interactive voice response systems to the at least one caller;

receiving a call from the caller to the master interactive voice response system;

receiving an input from the caller over the call to the master interactive voice response system, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems;

accessing the interactive voice response system corresponding to the identified service through the master interactive voice response system on behalf of the caller;

submitting the composite query from the at least one caller to the interactive voice response system;

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retrieving information from the interactive voice response system with the master interactive voice response system; and

providing the retrieved information to the caller from the master interactive voice response system.

2. (Original) The method of claim 1, wherein said service information includes login information for each of said plurality of services, said accessing step comprising logging on to the at least one interactive voice response system.

3. (Currently Amended) The method of claim 1, wherein said service information specifies pre-stored sequentially related instructions for navigating an interactive voice response menu hierarchy for at least one of the services.

4. (Currently Amended) The method of claim 1, wherein said input further specifies a composite sequentially related caller query for information to be retrieved from at least one of the plurality of services, said accessing step further comprising submitting the composite sequentially related caller query to the at least one of the plurality of services.

5. (Currently Amended) A system for aggregating interactive voice response services from a plurality of interactive voice response systems comprising:

means for storing service information for at least one caller for a plurality of services within a master interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems and wherein the master interactive voice response system provides an interface

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between the caller and the services by performing at least one of storing caller-specific information, accessing at least one of the plurality of interactive voice response systems on behalf of the at least one caller, forwarding a composite query corresponding to a sequentially related set of commands from the at least one caller to at least one of the plurality of interactive voice response systems, and providing a query response from at least one of the plurality of interactive voice response systems to the at least one caller;

means for receiving a call from the caller;

means for receiving an input from the caller over the call, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems;

means for accessing the interactive voice response system corresponding to the identified service on behalf of the caller;

means for submitting the composite query from the at least one caller to the interactive voice response system;

means for retrieving information from the interactive voice response system; and

means for providing the retrieved information to the caller.

6. (Currently Amended) A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

for at least one caller, storing service information for a plurality of services within a master interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems, and wherein the master interactive voice response system provides an interface between the caller and the services by performing at least one of storing caller-specific information, accessing at

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least one of the plurality of interactive voice response systems on behalf of the at least one caller, forwarding a composite query corresponding to a sequentially related set of commands from the at least one caller to at least one of the plurality of interactive voice response systems, and providing a query response from at least one of the plurality of interactive voice response systems to the at least one caller;

receiving a call from the caller to the master interactive voice response system;

receiving an input from the caller over the call to the master interactive voice response system, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems;

accessing the interactive voice response system corresponding to the identified service through the master interactive voice response system on behalf of the caller;

submitting the composite query from the at least one caller to the interactive voice response system;

retrieving information from the interactive voice response system with the master interactive voice response system; and

providing the retrieved information to the caller from the master interactive voice response system.

7. (Original) The machine readable storage of claim 6, wherein said service information includes login information for each of said plurality of services, said accessing step comprising logging on to the at least one interactive voice response system.

8. (Currently Amended) The machine readable storage of claim 6, wherein said service information specifies pre-stored sequentially related instructions for navigating an

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interactive voice response menu hierarchy for at least one of the services.

9. (Currently Amended) The machine readable storage of claim 6, wherein said input further specifies a composite sequentially related caller query for information to be retrieved from at least one of the plurality of services, said accessing step further comprising submitting the composite sequentially related caller query to the at least one of the plurality of services.